

THE EFFECTIVENESS OF HUMAN RESOURCE
MANAGEMENT INFORMATION SYSTEM (HRMIS)
APPLICATION IN MANAGING HUMAN RESOURCE AT
THE PERLIS STATE SECRETARY OFFICE

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By
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**DEAN OF AWANG HAD SALLEH GRADUATE SCHOOL
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ABSTRAK (BAHASA MALAYSIA)

Pelaksanaan Sistem Maklumat Pengurusan Sumber Manusia (HRMIS) di sektor awam telah mencetuskan satu perubahan budaya kerja secara meluas yang mana setiap penjawat awam perlu beralih dari persekitaran kerja secara manual kepada budaya kerja secara berelektronik. Mengambil kepentingan tersebut, kajian ini telah dijalankan bagi mengukur keberkesanan HRMIS di dalam pengurusan sumber manusia di Pejabat Setiausaha Kerajaan Negeri Perlis (SUK Perlis) dari segi kualiti sistem, kualiti maklumat, kepuasan pengguna dan kepenggunaan sistem. Bagi mencapai objektif tersebut, kajiselidik telah dijalankan ke atas pegawai dan kakitangan SUK Perlis untuk mendapatkan maklumat sejauhmana keberkesanan HRMIS melalui kaedah kuantitatif dan kualitatif. Sebanyak 46 responden telah memberikan maklumbalas berkaitan kajian ini, dan telah dianalisis menggunakan SPSS v15 versi Windows untuk mendapatkan maklumat deskriptif dan seterusnya dapat mengesahkan hipotesis-hipotesis yang telah dikenalpasti.

Hasil dari kajian ini juga dapat menjadi kayu pengukur kepada keberkesanan HRMIS di dalam pengurusan sumber manusia di SUK Perlis. Secara keseluruhannya semua pegawai dan kakitangan SUK Perlis memberikan maklumbalas yang baik serta berpuashati dengan kualiti sistem HRMIS disamping kualiti maklumat, kepenggunaan sistem seterusnya dapat memberikan kepuasan kepada pengguna. Berdasarkan kajian ini juga, beberapa cadangan penambahbaikan kepada HRMIS dapat dilakukan bagi meningkatkan mutu dan kualiti sistem. Antaranya ialah keperluan menaiktaraf pelayan utama (*main server*) HRMIS di Jabatan Perkhidmatan Awam (JPA), Putrajaya bagi membolehkan ianya menampung pertambahan pengguna HRMIS di seluruh negara pada masa akan datang.

Disamping itu juga, dicadangkan, untuk diwujudkan pusat data teragih (*distributed data centre*) bagi aplikasi HRMIS mengikut zon tertentu contohnya Perlis, Kedah, Penang dan Perak diletakkan di bawah zon Utara. Dengan pelaksanaan pusat data teragih ini diharapkan dapat mengurangkan kesesakan di dalam pelayan utama di JPA. Maklumat pegawai dan kakitangan di dalam aplikasi HRMIS dapat dikongsi oleh lain-lain jabatan dan agensi sektor awam seperti nama, jawatan dan tempat bertugas terkini seseorang pegawai. Ini secara tidak langsung menjadikan HRMIS sebagai sumber rujukan utama bagi mendapatkan maklumat terkini berkaitan pegawai di dalam sektor awam. Selain itu juga, cadangan bagi melaksanakan beberapa penambahbaikan ke atas paparan antaramuka aplikasi HRMIS bagi meningkatkan keefisienan aplikasi tersebut.

ABSTRACT (ENGLISH)

Implementation of Human Resource Management Information System (HRMIS) in the public sector has sparked a broad cultural change in which all public servants should be transferred from the working environment manually to an electronic culture. Taking the importance of the study was conducted to assess the effectiveness of the HRMIS in human resource management at the Perlis State Secretary Office (SUK Perlis) in terms of system quality, information quality, user satisfaction and system use. To achieve these objectives, the survey has been conducted on staff in SUK Perlis to obtain information how far the effectiveness of the HRMIS through quantitative and qualitative survey methods. A total of 46 respondents have provided feedback regarding the study, and were analyzed using SPSS v15 for Windows version and further descriptive information to confirm the hypotheses that have been identified.

Results from this study can also be essential to the effectiveness of HRMIS in the management of human resources at the SUK Perlis. Overall, all officers and employees of Perlis State Secretariat gave good feedback and are satisfied with the quality of HRMIS systems as well, the quality of information, the system use then will get user satisfaction. Based on this study, a few suggestion and recommendation had been proposed to improve the HRMIS performance. One of the suggestion is to upgrade the HRMIS main server which are located in Public Service Department (PSD), Putrajaya to increase the capabilities of the server for support more user's around the country. Second suggestion is, PSD can develop a distributed data centre divided by zoning. For example, for Perlis, Kedah, Penang and Perak, PSD can

provide one distributed data centre somewhere in north region. The information in the HRMIS can be shared by the public as a main directory of public service. The possible information that can be shared are, name's of the user, job position and the department. There is suggestion to improve the interface for enhance the efficient and reliable applications.

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LIST OF ABBREVIATIONS

BIP	Business Improvement Process
CO	Competency Owner
C2C	Citizen-to-Citizen
DOI	Diffusion of Innovation
DSS	Decision Support System
EIS	Executive Information System
ELX	Electronic Labor Exchange
GOE	Generic Office Environment
G2B	Government-to-Business
G2C	Government-to-Citizen
G2CS	Government-to-Civil Societal Organizations
G2G	Government-to-Government
HR	Human Resource
HRIS	Human Resource Information System
HRM	Human Resource Management
HRMIS	Human Resource Management Information System
ICT	Information, Communications And Technology
ICU	Implementation Coordination Unit
IS	Information System
MAMPU	Malaysian Administration Modernisation and Management Planning Unit
MOH	Ministry of Health
MOHR	Ministry of Human Resources
MSC	Multimedia Super Corridor
PIS	Public Information System
PMS	Project Monitoring System
PSD	Public Service Department
RTD	Road Transport Department
SUK Perlis	Perlis State Secretary Office
TAM	Technology Acceptance Model
TPB	Theory of Planned Behavior

TRA	Theory of Reasoned Action
UIS	User Information Satisfaction
UTAUT	Unified Theory of Acceptance and Use of Technology

CHAPTER ONE

INTRODUCTION

1.0 Introduction

In this chapter, the researcher will discuss about the background of the study that is related to the effectiveness of Human Resource Management Information System (HRMIS) in managing human resource at the Perlis State Secretary Office (SUK Perlis). Furthermore, the chapter also includes the problem statement for this study and followed by discussion about research questions, research objectives, significance of study and also the limitation of this study.

1.1 Human Resource Management Information System (HRMIS)

Government is very committed to effectiveness and efficiency in Human Resource (HR) management by using information, communications and technology (ICT) through the Electronic Government Flagship Application. With these efforts, Human Resource Management Information System (HRMIS) has been implemented as a pilot projects under the Electronic Government's application. HRMIS is an integrated, technology-enabled human resource management information system for the Malaysian public service. The HRMIS project is anchored by the Public Service Department (PSD). HRMIS features the global best practices in Human Resource (HR) and provides a single interface for government employees to perform human resource management (HRM) functions effectively and efficiently in an integrated environment.

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